

## Background

The ADA Transit Subcommittee has discussed the operational challenges surrounding the provision of Leave Attended services to Metro Paratransit customers. In brief, Metro has experienced several years of increased operational incidents where a responsible party is not present or available to receive Metro Paratransit customers that must be left attended at the time of the driver's arrival. These incidents result in delays in the schedule for other passengers, reduce system capacity, distress the rider, and generally disrupt the planned service. The following policy is proposed in an attempt to remedy the operational delays and disruptions of such incidents. The language presented incorporates input from the ADA Transit Subcommittee.

## Leave Attended Definition

City shall may designate, on driver manifests, certain Metro Paratransit customers as Leave Attended. Leave Attended means that the customer must be in view of the driver en route; and, that upon arrival at the destination, the customer is left with a willing and responsible party identified by the driver as a professional or personal associate or family member of the customer. These are rides that go beyond the scope and intent of the ADA. It is an example of the coordinated paratransit and human service agency transportation services provided by the City and County. The majority of these rides (96%) are reimbursed at  $\cong$  60% of cost by Dane County through the MA Waiver program.

## Leave Attended Violation

In the event that the driver is unable to determine a willing and responsible party to receive the customer (driver must wait 5 minutes beyond scheduled pickup arrival time), the driver will notify dispatch and a violation of the Leave Attended Policy service parameters will have occurred.

### 1<sup>st</sup> Occurrence

Upon first occurrence of a violation of the Leave Attended Policy service parameters, the customer shall be issued a written notice of violation. Warning notifications shall include an opportunity for the customer to appeal the violation. A written appeal shall be sent to the Paratransit Program Manager.

### 2<sup>nd</sup> Occurrence

Upon second occurrence of a violation of the Leave Attended Policy service parameters within 365 days of the first occurrence, the customer shall be immediately suspended from service until the end of the following month (i.e., a minimum of 30 days). Written notification shall follow with the terms of the suspension, appeals information, and return to service requirements. The customer may appeal the suspension in writing, within 10 days of the occurrence and subsequent written notice, to the Paratransit Program Manager. At any time during the suspension, customer may also apply in writing to the Paratransit Program Manager to return to service. Anticipated terms of return-to-service during the suspension period include:

- Customer must travel with an attendant for all trips; and
- Attendant must have the same origin and destination; and
- Must follow Metro's no show and cancel policy; and
- A No Show will occur if an attendant is not available or ready; and

- If customer is inadvertently transported without an attendant, the suspension will be immediately reinstated.

Once the suspension period has expired and no further incidents have occurred (during a reinstatement period), the customer may apply to [Metro the Paratransit Program Manager](#) in writing and negotiate a return to service on a leave-attended basis to travel without an attendant. [Requests A decision on such a request for return to service](#) will not be unreasonably withheld.

### **3<sup>rd</sup> Occurrence**

Upon third occurrence of a violation of the Leave Attended [Policy service parameters within 365 days of the second occurrence](#), the customer shall be immediately suspended from service until the end of a full 6 months (i.e., a minimum of 180 days). Written notification shall follow with the terms of the suspension, appeals information, and return to service requirements. The customer may appeal the suspension in writing, within 10 days of the occurrence and subsequent written notice, [to the Paratransit Program Manager](#). At any time during the suspension, customer may [also](#) apply in writing [to the Paratransit Program Manager](#) to return to service. Anticipated terms of return-to-service during the suspension period include:

- Customer must travel with an attendant for all trips; and
- Attendant must have the same origin and destination; and
- Must follow Metro's no show and cancel policy; and
- A No Show will occur if an attendant is not available or ready; and
- If customer is inadvertently transported without an attendant, the suspension will be immediately reinstated.

Once the suspension period has expired and no further incidents have occurred (during a reinstatement period), the customer may apply to [Metro the Paratransit Program Manager](#) in writing and negotiate a return to service on a leave-attended basis to travel without an attendant. [Requests A decision on such a request for return to service](#) will not be unreasonably withheld.